



Five Star Customer Service Practices

Customers include anyone with whom you serve – Students and campus staff are our primary customers; however, all others are our customers as well i.e. district personnel, vendors, delivery personnel, parents, visitors, and co-workers whether in person or on the phone. The following are key practices that assure best practices in customer service.

Acknowledge your customer

- Address the customer by name
- Connect with a smile
- Give customer appropriate eye contact
- Acknowledge the customer on sight tell them “I’ll be right there”, “I’ll be right with you”
- Stop and listen when the customer speaks. Listen - hearing is not the same as listening
- Inform and educate the customer on products and procedure
- Tell the customer happy birthday when it shows up on the POS

Verbal and Non-Verbal Communication

- Dress neat, clean, and orderly
- Show courtesy
- Speak in a positive tone using appropriate language
- Communicate clearly
- Show empathy
- Answer the phone and speak in a friendly tone of voice
- Good morning/afternoon (cafeteria name) my name is _____ how may I assist you

Handle customer concerns

- Stay calm in all situations by keeping emotions in check. Do not argue with the customer
- Take ownership of the situation. Identify the problem and the cause
- Listen completely without judgment, reservation, or interruption
- Show respect, understanding regardless of the situation
- Handle complaints with courtesy and professionalism and respond promptly with expertise and professionalism
- Follow-up on complaints, deliver on promises. Give timely response.

Provide Quality Service on Line- Speed of Service

- Ask Principals for help in teaching students their ID numbers. Offer a copy of the POS key pad for student practice
- Ask teachers or teacher assistants to help younger students on the serving line. (Help does not include selecting the menu items for the students)
- Serving line must be completely set up with food, serving utensils and trays prior to the start of meal service
- Heat and hold must have enough food to replenish the line to ensure that students do not have to wait on food
- Batch cook food based on usage, number of students lines and number of students in line
- Replenish the serving line quickly
- Prepare at least one tray of each entrée once the student gets to the serving line. Replace the entrée once it is taken
- At the end of each lunch line replenish hot and cold entrees. Cold sides, juice and milk or as needed
- Refrain from unnecessary and excessive conversations on the serving line

Team effort in providing quality customer service

- Make a good first impression Be visible – Let the customer know your are the supervisor
- Set the tone for staff for positive customer service
- Take pride as a leader by providing quality products